



Australian Government

Department of Education, Employment and Workplace Relations

HLT32912 Certificate III in Health Administration

Release: 1

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Modification History

Not applicable.

Description

This qualification covers workers who complete a wide range of administrative tasks, under direct or indirect supervision. These functions can be carried out in a range of settings, including hospitals, community health centres, private practice, etc. This qualification is suited to Australian Apprenticeship pathways.

Occupational titles for these workers may include:

- Admissions clerk
- Administrative worker
- Clinical coding clerk
- Ward clerk

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

15 units of competency are required for award of this qualification, including:

- 5 core units
- 10 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

Core units

BSBFLM303C	Contribute to effective workplace relationships
BSBMED301B	Interpret and apply medical terminology appropriately
HLTHIR301C	Communicate and work effectively in health
HLTIN301C	Comply with infection control policies and procedures
HLTWHS200A	Participate in WHS processes

The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

Group A electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Electives are to be selected in line with the specified Packaging Rules. Employers may specify that certain electives are required to address identified workplace needs.

The following grouping of electives is intended to facilitate selection. Electives may be selected from one or more groups.

Health administration/management

BSBADM311A	Maintain business resources
BSBFIA301A	Maintain financial records
BSBFLM305C	Support operational plan
BSBFLM309C	Support continuous improvement systems and processes
BSBINM301A	Organise workplace information
BSBINN201A	Contribute to workplace innovation
BSBINN301A	Promote innovation in a team environment
BSBMED301B	Interpret and apply medical terminology appropriately
BSBMED302B	Prepare and process medical accounts
BSBMED303B	Maintain patient records
BSBMED401B	Manage patient record keeping system
BSBRKG301B	Control records
BSBRKG303B	Retrieve information from records
BSBWOR301B	Organise personal work priorities and development
BSBWRT301A	Write simple documents
HLTAD301B	Assist with practice administration
HLTCC301B	Produce coded clinical data

Work relationships

BSBFLM312C	Contribute to team effectiveness
BSBINN301A	Promote innovation in a team environment
BSBWOR301B	Organise personal work priorities and development
CHCCS401C	Facilitate responsible behaviour
CHCORG303B	Participate effectively in the work environment
HLTCSD306D	Respond effectively to behaviours of concern